



**TO:** All Liquor Mart Employees

**FROM:** Robert Holmberg, Executive Vice President, Liquor Operations

**DATE:** November 26, 2019

**RE:** **Social Media Video – Employee Concerns**

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As many of you are probably aware, a video was posted to social media on Sunday by one of the employees involved in the terrible incident that took place last week at the Tyndall Market Liquor Mart. It is heartbreaking and difficult to watch. We know that employees working in Liquor Marts have experienced stressful and upsetting incidents and live with the anxiety that the constant threat of theft brings.

Be assured that our human resources department has made sure counselling services are available for everyone involved at Tyndall through our Employee and Family Assistance Program. It's important to remember that these supports are accessible to everyone. If you are experiencing difficulties, please reach out.

There is currently no greater issue facing Manitoba Liquor & Lotteries than Liquor Mart thefts. Employees across numerous departments are devoting all of their efforts to addressing these thefts and keeping our employees and customers safe.

The controlled entrance program, which began construction at Tyndall Market Liquor Mart earlier this month and becomes operational tomorrow, is rolling out to all Winnipeg Liquor Marts in the coming months. While this is a dramatic change for Liquor Marts, it is our hope that this next-level security measure will address the brazen thefts we have been experiencing. As we transition to the controlled entrances, we will have an increased Winnipeg Police Service presence in Liquor Marts, and of course our Loss Prevention Officer team will continue their great work as well.

We know that many of you continue to find it difficult to stand by and watch thefts occur. We ask that you continue to use your training and non-violent crisis intervention techniques to protect everyone in the store. While no employee should ever intervene in a theft or unnecessarily put themselves in harm's way by provoking or engaging with a thief, employees do have the right to protect themselves should the situation warrant it.

We thank all of our Liquor Mart employees for your continued efforts during these difficult times. Please know that you have our full support, always.